

NETWORK MANAGER REPORT



SEPTEMBER 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

September was geared around finalizing license renewal application updates for many agency partners whose renewal season coincides with the start of the state's fiscal year on October 1st. During the month, AI completed two new applications as well as completed updates for two existing applications.

Highlights for the month include:

- AI launched a new Fees and Fines application for the Alabama State Board of Chiropractic Examiners. This application allows the Board to collect monies associated with application late fees or incomplete applications, for example.
- Alabama.gov won third place among state government Web sites in the 2010 Best of the Web Award, sponsored by the Center for Digital Government. This is the portal's highest finish and seventh consecutive year in the top 10. The Best of the Web Awards for the past fifteen years have been recognizing government portals and websites based on their innovations, functionality and efficiencies.
- The Alabama Liquefied Petroleum Gas Board's Permit Renewal Application went live this month. The Board enforces state and federal statutes and regulates Alabama entities related to transportation, storage, residential, commercial, industrial installations and suitability of equipment used in the LP-Gas industry.
- In one year since the launch of Online Crash Reports for the Alabama Department of Public Safety over 11,000 crash reports have been purchased through the application earning over \$171,000 for the department. This service allows the public to obtain interactive crash reports online. The service is more efficient and faster than having to purchase the report in person or by mail.
- The Alabama Board Architects renewal application experienced a 10% increase in transactions from September 2009, generating over \$195,000 for the Board. This application allows licensed architects to renew their license online.
- Since September 2009, AI has developed and launched 6 applications for the State Board of Examiners of Assisted Living Administrators. AI hopes to continue this trend with the board and develop many more applications in the coming years.
- Alabama Interactive began discussions with the State of Alabama Building Commission. The Building Commission would like AI to build 2 new applications for next year's renewal season.

Marketing

During the month of September, the marketing team issued a press release to share the excitement of alabama.gov's ranking as a top 10 finalist for the seventh year in a row in the national Best of the Web competition hosted by the Center for Digital Government (CDG). This is the portal's highest finish in the competition. The CDG is an international research and advisory institute focused on the use of information technology in government. The Best of the Web evaluates government Web sites based on their innovation, Web-based delivery of public services, efficiency, economy, and functionality.

The number of updates required for the 2010 renewal season kept the marketing team very busy. Each member of the team worked diligently to ensure each application was updated and tested before it was submitted to the agency.

Customer Service

The month of September was a busy month for the Alabama Interactive customer service team, as we are preparing for the upcoming renewal season. The AI team answered 994 live chats and 525 customer support e-mails over the duration of the month. AI recently launched the new DCNR hunting/fishing licensing application. The customer service team was able to help POS stores, Probate Offices, and online constituents learn the new system and resolve any problems. Bill Good applauded the customer service team after having trouble obtaining his fishing license by stating, "I truly appreciate your efforts and patience helping me in this" and "I applaud your patience and professionalism in helping me to resolve this problem."

In order to provide the best quality support to both partnering agencies and their constituents, AI added a new, dedicated customer support representative, Mitzi Reed, during the month of September. Mitzi will help the AI team provide customer support through phone calls, Live Chat, and support e-mails.

Development

During the first Dev Share meeting of September, the team discussed different methods of how to more efficiently use AI's databases. The team shared best practice ideas using SQL statements and ways to optimize queries. This meeting also included how to properly index these queries to provide maximum efficiency and speed for both the database server and end users. The team began working on a plan to review all AI applications to ensure proper and efficient database usage. This will be an effort which will require continued effort in order to completely review every application by the end of the year.

The second meeting consisted of discussion to layout plans to migrate all of AI's application databases to Oracle 11g. Upgrading to Oracle 11g will provide AI with a faster, more up-to-date and redundant database server cluster. This will help improve application performance and increase AI's ability to recover in the event of a disaster. This discussion included possible issues or roadblocks which may arise during the migration process and also possible solutions to these issues.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	05/17/2010
Alabama Department of Environmental Management	General Invoice Payment	Allows individuals to pay various ADEM generated invoices and fees online	05/24/2010
Alabama Interactive	Portal - Version 8	The new portal added a number of new features including a carousel of quick links and an interactive map.	06/01/2010
Alabama Home Builders Licensure Board	Expired Inactive – Corporation License Renewal	Allows corporations to renew their Expired Inactive license online	06/01/2010
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows an acting administrator to apply for a interim permit	07/01/2010
Alabama Department of Revenue	Personalized Tag Reservation	Application re-write	07/14/2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	08/01/2010
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	08/02/2010
Alabama Department of Labor	Child Labor Certificate Renewals	Allows users who purchased a child labor certificate to renew their certificates online	08/16/2010
Alabama State Board of Chiropractic Examiners	Fines and Fees	Allows users to pay their Board fine and fees online	09/02/2010
Alabama Alcohol Beverage Control Board	Vendor Rep-ID's	Provides Alcohol Brand Reps ID Cards w/pictures	09/21/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	05/05/2010
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	05/14/2010
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	05/17/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Update to add Bachelors degree option to application	05/19/2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	06/01/2010
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/01/2010
Alabama Interactive	Subscription Service	Allows users to apply / renew their subscription service online	06/09/2010
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	06/10/2010
Alabama Department of Conservation and natural Resources	Becoming an Outdoor Woman	Allows users to pay for Becoming an Outdoor Woman online	07/26/2010
Alabama Board of Physical Therapy	License Renewal	Updates to existing application	08/02/2010
Alabama Real Estate Appraisers Board	License Renewal	Updates to existing application	08/02/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Updates to existing application	08/15/2010
Alabama State Board of Chiropractic Examiners	Facility Renewals	Updates to existing application	08/17/2010

Alabama State Bar	Exam	Allows users to pay for their Bar exam online	09/01/2010
Alabama Board of Respiratory Therapy	Initial License	Updates to existing application	09/11/2010

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in agency testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in agency testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010

Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010
Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD
Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in internal testing	May, 2010
Alabama Alcohol Beverage Control Board	Online Liquor Order Wholesale	Allows wholesalers to order liquor online	This application is in agency testing	June 2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in agency testing	June, 2010
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in agency testing	TBD
Alabama Licensure Board for Interpreters and Translators	Change of address	Allows licensees to change address online	This application is in agency testing	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in agency testing	TBD
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in agency testing	TBD
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	This application is in agency testing	TBD
Alabama Department of Public Safety	Driver's license practice Test	Allows users to take the practice test online	This application is in agency testing	08/11/2010
Alabama Secretary of State	Corporation Certificate of Existence	Certificate of Good Standing for Corporations	This application is in agency testing	08/04/2009

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	August 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in the development phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Landscape Architects	Exam Application	Allows users to pay for their license exam online	This application is in the development phase	08/15/2010
Alabama Department of Revenue	Tag Search	Allows user to search tags online	This application is in pre-project phase	10/01/2010
Alabama Department of Revenue	Title Search	Allows user to search titles online	This application is in pre-project phase	10/01/2010

Alabama Department of Public Health	Renovation Contractors	Allows renovation contractors to renew or apply for their license online	This application is in pre-project phase	10/01/2010
Alabama Department of Agriculture and Industries	Private applicator Permit	Allows private applicators to purchase their permits online	This application is in pre-project phase	10/20/2010
Alabama Department of Agriculture and Industries	Commercial applicator Permit	Allows commercial applicators to purchase their permits online	This application is in pre-project phase	10/20/2010
Alabama Electrical Contractors Board	Replacement Title	Allows licensees to get copies of their licenses if lost or stolen	This application is in pre-project phase	01/11/2011
Alabama Department of Labor, Child Labor Division	Fees and Fines	Allows users to pay their fees and any fines online	This application is in pre-project phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Updates to existing application	This application is in development	June 2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Optometry	License Renewal	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Revenue	Auto Dealers	Updates to existing license renewal application	This application is in development	TBD
Alabama Plumbers and Gas Fitters Board	License Renewal	Updates to existing license renewal application	This application is in development	TBD

Alabama Onsite Wastewater Board	License Renewal	Updates to existing license renewal application	This application is in development	10/01/2010
Alabama Heating, Air Conditioning and Refrigeration Contractors	License Renewal	Updates to existing license renewal application	This application is in development	10/01/2010
Alabama Department of Public Health	Facility Renewal	Updates to existing license renewal application	This application is in development	10/01/2010
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Rewrite	Application rewrite	This application is in pre-project phase	TBD
Alabama Board of Public Accountancy	License Renewal	Updates to existing license renewal application	This application is in development	10/01/2010
Alabama Board of Public Accountancy	Firm Renewal	Updates to existing license renewal application	This application is in development	10/01/2010
Alabama Board of Cosmetology	Salon Renewal	Updates to add radio button for open, closed, OOBUS ;score field	This application is in development	TBD

SERVICE REQUESTS

Alabama Department Labor Child Labor Division

Fees and Fines application

Alabama Interactive requests and recommends this service for the Alabama Department of labor, Child Labor Division be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Department.

Alabama Secretary of State

Non-Certified Corporate Record Copies

Alabama Interactive requests and recommends this service for the Alabama Secretary of State be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the Department.

MONTH IN REVIEW

September Financial Report (Alabama Interactive)

Total AI Network Transactions:	217,477
Average Successful Request per Day:	7,249
Total alabama.gov Visitors:	114,998
Total alabama.gov Page Views:	245,915
Total alabama.gov Chats or Offline Messages from Live Help:	994
Total AI Customer Support Emails:	525

OPERATIONS & ADMINISTRATION

With renewal season in full swing Alabama Interactive's project managers have been working very close with each of our partners to ensure successful launch of all renewal applications. The team is working on a number of new applications to launch before the end of the year and looks forward to a smooth and successful renewal season.

OTHER BUSINESS/IN CLOSING

In closing, September brought the beginning of the renewal season and the end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath